

**City of Lowell**  
**Job Posting**  
**Please Post ~ June 9, 2015**  
**Deadline ~ June 23, 2015**  
**Police Department**  
**Dispatcher**

**ANTICIPATED VACANCY**

**Job Title:** **Dispatcher** (2000-03, 2148)  
**Department:** Police Dept.  
**Reports To:** Superintendent, Deputy Superintendent, Platoon Commander,  
Communications Manager, Lead Dispatcher  
**Union:** AFSCME, Local 1705  
**Salary:** (Min) \$19.3648 (Max) \$21.6670 per hour - 40 hours weekly

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Receives all oral communications from the public and law enforcement personnel coming in the Police Station and transmits those requests for services to the appropriate location, on a call priority basis.

The dispatcher has the primary responsibility for the initial deployment of law enforcement personnel and equipment, along with coordination of other emergency response personnel when necessary.

Cooperates with all police officers and other dispatchers assigned to the Communications Center during his/her tour of duty. When designated by a supervisor, assists with the training of inexperienced personnel.

Records all pertinent information such as time, locations and nature of incident, and action taken as required by current departmental procedures.

Responsible for dispatching emergency vehicles and keeping constant two-way communications with them.

Acquires a thorough knowledge of the location and layout of streets, buildings, parks, housing projects and other significant areas of the community so as to maximize the accuracy and speed of dispatchers and responses.

Maintains familiarity with emergency procedures that relate to matters requiring urgent police, fire or medical attention so as to be capable of activating them immediately.

Keeps personnel who have been dispatched on calls fully informed of all facts affecting the safety and efficiency of their response to the call.

Informs the platoon commander when contact with an officer or patrol cannot be made after a reasonable period of time. In any emergency, the platoon commander shall be notified immediately.

Operates computerized equipment to enter and identify stolen motor vehicles, securities, property, firearms, wanted and missing persons, hazardous materials, and critical histories.

Maintains equipment, especially the emergency call lines, in working order and immediately reports malfunctions or defects to supervisor.

Performs related clerical duties as needed.

Under guidelines set forth by the Statewide Emergency Telecommunications Board, **9-1-1** Communication personnel must be trained and have the "highest level of experience possible within available resources."

The emergency medical dispatcher (EMD) is the principal link between the public caller requesting emergency medical assistance and the emergency medical service (EMS) resource delivery system. As such, the EMD plays a fundamental role in the ability of the EMS system to respond to a perceived medical emergency. With proper training, program administration, supervision and medical direction, the EMD can accurately query the caller, select an appropriate method of response, provide pertinent information to responders, and give appropriate aid and direction for patients through the caller.

Through careful application and references to a written, medically approved emergency medical dispatch protocol, sound decisions concerning EMS response can be made in a safe, reproducible and non arbitrary manner.

Under national standards set forth by the American Society for Testing and Materials, the Emergency Medical Dispatcher should be a "specially trained Telecommunicator with specific emergency knowledge." After completion of a 24-hour training course, dispatchers are certified to become EMDs, which clearly defines them as a pre-hospital medical professional.

#### **EMD Criteria:**

1. Read and write at a high school graduate or GED level.
2. Perform clerical skills.
3. Perform alphanumeric transcriptions skills necessary to correctly record addresses, locations, and telephone numbers.
4. Demonstrate competency in basic telecommunications skills.
5. Display clear attributes of helpfulness and compassion toward the sick or injured patient.
6. Display the ability to clearly guide callers in crisis through the application of necessary interrogation procedures and the provision of telephone pre-arrival instructions.
7. Display the ability to learn and master the skills, philosophy, and knowledge required to successfully complete the training process.
8. Display the ability to efficiently and effectively organize multiple tasks and complicated situations and activities.
9. Display the ability to handle the levels of emotional stress present in caller/patient crisis intervention, death and dying situations, call prioritization, triage and multiple tasking.
10. Display the ability to function within a team framework of public safety and EMS systems.
11. Display the ability to elicit and assimilate caller information and then prioritize and appropriately consolidate and summarize this information.

#### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **EDUCATION and/or EXPERIENCE**

Must have prior experience in public safety dispatch position; experience in supervision and/or management preferred; ability to work well with others and the ability to develop a team centered environment. Advanced certificates and/or degrees in areas applicable to this position a plus. Must be mature, dependable and responsible person; capable of receiving and promptly

carrying out all directions and commands. Must be able to operate computer terminal for the entry and retrieval of police information. Must not have been convicted of a felony. Must have a general knowledge of city and street locations. Must be willing to work any shift, around the clock, and on holidays when necessary. High school diploma or general education degree (GED) required.

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively in English to people utilizing 9-1-1. People with excellent bilingual skills (Khmer/English) are encouraged to apply.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock (electrical outlets). The noise level in the work environment is usually moderate.

The City of Lowell is a smoke and drug free employer and requires a physical with drug screen and CORI, post offer.

***Qualified individuals should send application/resume with cover letter to the Human Relations Office, Mary Callery, HR Director Room 19 - City Hall, Lowell, MA 01852 by 4:00 PM: Deadline ~ June 23, 2015. Applicants may also send application/resume with cover letter to fax 978-446-7102 or email to [cityjobs@lowellma.gov](mailto:cityjobs@lowellma.gov)***

**EOE/AA/504 Employer**